

## HELP \* SUPPORT \* FREQUENTLY ASKED QUESTIONS

We have created this document in an effort to assist users of the  
Browntech Document Management System

**Our website has undergone extensive changes.  
Viewing and Printing documents is now easier and more flexible.**

There are currently 2 Versions of the Browntech Document Management System. It is up to each individual Registry of Deeds to determine which Version(s) are available to the Public, and in what format documents are produced.

**Version 1** – If the Registry has Version 1 enabled, you may use it to view document abstracts using any browser.

Viewing and Printing images with Version 1 can only be done using **Internet Explorer** with the **Browntech Image Plugin**. Documents viewed with the Plugin will be produced as a TIF image. A link to install the Plugin can be found [here](#), and additional instructions can be found below.

**Version 2** – If the Registry has Version 2 enabled, you may use it to view document abstracts using any browser.

There are 2 options for Viewing and Printing images with Version 2 of the website. The option(s) available are at the discretion of the Registry:

1. Links to documents – this option will allow you to View and Print in any browser. It will also allow you to View images on an iPhone or an iPad. With Links, you may have the option of choosing the format you would like for your images – as PDFs or TIF images.
2. The **Browntech Image Plugin** can be used to View and Print images in **Internet Explorer** only. A link to install the Plugin can be found [here](#), and additional instructions can be found below.

If 'Set Viewing/Printing Preferences' isn't holding your preference when you click 'Save', make sure you do not have 'Enable Protected Mode' on.

To check this, click on '**Tools**', '**Internet options**', and click on the '**Security**' tab. Once in here, if the '**Enable Protected Mode**' box is checked, uncheck it and click '**OK**'. You will most likely get a security warning, to which you can again click '**OK**'.

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## VIEWING/ PRINTING

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### POP-UP BLOCKERS

The print cart uses a pop-up technique. **If a pop-up blocker is used, it must either be disabled or configured to permit them from the public search web site.**

**Note:** On occasion installing software (such as Adobe Acrobat Reader) installs a toolbar in Internet Explorer and some toolbars contain a pop-up blocker. The following Internet toolbars are known to have pop-up blockers: Google, Yahoo, MSN. Also, many anti-virus products such as Norton and McAfee include pop-up blockers.

### Browntech Image Plugin

The Browntech Image Plugin can be used for viewing and printing images when using Microsoft Windows and Microsoft Internet Explorer for your browser.

**Please note:** Cut/paste/clipboard does not work when viewing images with the Browntech Image Plugin. The clipboard is disabled while viewing images. To use the clipboard, close the image view window.

## Installation

The current version of the Plugin that we support is 3.03. If you are running a version below 3.03, you will get an error message. You will need to uninstall the version you have on your computer and then install version 3.03 of the Plugin.

**To uninstall** an older version of the plugin:

1. Go to '**Control Panel**'
2. Click on '**Programs and Features**'
3. Find and click on '**Browntech Image Plugin**' (or it may say '**Browntech Image Plugin for Internet Explorer**') and follow the prompts.

**To install** the current version of the Plugin, go to the link [here](#).

4. Click where instructed to install the current version of the Plugin.
5. When asked if you want to run or save the file, click '**Run**'.
6. Leave all the defaults, and continue through the screens and allow the Plugin to install.

## Using the Plugin

Once installed, you must let the system know you want the Plugin to be your default viewer.

1. Version 1: Start at the **Main Menu** (the one with all the search options listed), and select '**Set Viewing/Printing Preferences**'.

Version 2: At the bottom of the Registry's home page, click 'Read more', and under 'Services' on the right hand side, click on '**Set Viewing/Printing Preferences**'.

2. If the Registry allows the Plugin to be used, you will see **Browntech Plugin** as an option.
3. Select '**Browntech Plugin**' and click '**Submit**'.
4. Exit the site and go back in. You will most likely get a bar at the top or bottom indicating that your computer wants to run an add-on. Allow the add-on to run by clicking the appropriate box.

You should be all set at this point to View and Print using the **Browntech** Image Plugin.

## Printing Plans

The printed image size and orientation (portrait or landscape) is determined by your printer's settings. You must set the printer settings **prior** to requesting the print. Note that the settings will apply to all items in the print cart so, if you are printing a large plan, you might want to have just the plan(s) you want printed at a specific size in the cart.

**Please note:** Printing plans to size is a function of how the plan was scanned and what the settings are on the user's printer. There is no guarantee they will print at the desired size.

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# PROBLEMS AND SOLUTIONS

## **General Printing**

### **PROBLEM:**

You try to print a listing or an invoice, and while it appears to have printed successfully, nothing prints.

### **SOLUTION:**

This is a known issue in Windows 10. To print a listing using Windows 10, you must disable Protected Mode.

To do this, click on **'Tools'**, **'Internet options'**, and click on the **'Security'** tab. Once in here, uncheck the **'Enable Protected Mode'** box, and click **'OK'**. You will most likely get a security warning, to which you can again click **'OK'**.

You will need to close Internet Explorer and reopen in order for the change to take effect.

### **PROBLEM:**

You try to print an index listing or an invoice and get the message, "The Adobe Acrobat Reader is required to print Listings. Please download Adobe Acrobat Reader from <http://www.adobe.com> "

### **SOLUTION:**

Adobe Acrobat Reader is required for certain functions on the website. If you have Adobe Acrobat Reader installed and you are receiving the above message, this could be because you have a version of the Browntech Image Plugin lower than 3.03. If this is the case, uninstall the old version of the plugin you have on your computer, the install version 3.03 (See link above.)

### **PROBLEM:**

The print option is not available.

### **SOLUTION:**

Either the document has not been scanned or your Internet security setting is blocking cookies.

### **PROBLEM:**

In Internet Explorer, you add items to your print cart, but the print cart shows no items, unless you are using inPrivate browsing.

### **SOLUTION:**

Clearing temporary files should resolve this. To do so, follow the instructions [here](#).

## **Browntech Image Plugin**

### **PROBLEM:**

When you try to view using the Browntech Image Plugin, you get an error message indicates that the version of the plugin you have installed is out of date.

### **SOLUTION:**

This error indicates that you are using an older version of the Browntech Image Plugin. The current version of the Plugin that we support is 3.03. If you are running a version below 3.03, you will get an error message. You will need to UNINSTALL the version you have on your computer and then install version 3.03 of the Plugin. A link to install the Plugin can be found [here](#).

### **PROBLEM:**

You downloaded the Browntech Image Plugin, but your computer is not recognizing that you have it when you go into 'Set Viewing/Printing Preferences'.

There are 2 solutions you can try.

**SOLUTION 1:**

In Internet Explorer, click the **'Tools'** gear in the upper right hand corner, and hover over **'Safety'**. An additional box will pop out to the side. If **'ActiveX Filtering'** is checked, **UNCHECK IT**. You should now see the Browntech Image Plugin as an option in 'Set Viewing/Printing Preferences'.

**SOLUTION 2:**

*If you are using Internet Explorer 11:*

Make sure you are on the Registry's Public Search page, then:

1. Click on **'Tools'**
2. Click on **'Compatibility View Settings'**
3. Click **'Add'** next to the website address (under 'Add this website')
4. At this point, if you select **'Set Viewing/Printing Preferences'**, you should see 'Original Browntech Image Plugin' as a choice. Check that off, and click 'Save'.

This only has to be done once, **but needs to be done for each registry's website**.

**NOTE:** To prevent the website from being REMOVED from Compatibility Mode, in IE, click on 'Tools', 'Internet Options', click the 'Delete' button under 'Browsing history', and make sure 'History' is UNCHECKED and click 'Okay'.

If you prefer to keep 'History' checked so that the history of visited websites is cleared out, just be aware that you will need to re-add the website to Compatibility mode after doing so.

*If you are using Internet Explorer 10 or below, or Internet Explorer 11 and you have done the above:*

5. The problem is most likely caused by Active-x control being disabled. To remedy this:
6. Click on **'Tools', 'Manage Add-ons'**
7. Look for the Active-x control add-on called **BrownTifViewer.TifViewer**. If it's disabled, highlight it and click 'enable'
8. Exit Explorer, then reopen and go back into the website.
9. At this point, if you select **'Set Viewing/Printing Preferences'**, you should see 'Original Browntech Image Plugin' as a choice. Check that off, and click 'Save'.

**Please note:** The Browntech Image Plugin can ONLY be used with Internet Explorer. It CANNOT be used with Chrome, Safari or Firefox. So even if you downloaded it, if you are in a browser other than IE, it will not be recognized.

## **Print Cart**

**PROBLEM:**

The print cart will not display.

**SOLUTION:**

The print cart is a pop up. Turn off software that stops "pop ups" or configure it to allow them from the public search IP address. Also make sure your browser's pop up blocker is disabled.

In Internet Explorer, click 'Tools' and 'Internet Options'. Under the 'Privacy' tab, uncheck 'Turn on Pop-up Blocker' and click 'OK'.

**PROBLEM:**

The print cart does not empty after you have printed your document(s).

**SOLUTION:**

Check the following setting: In Internet Explorer, click 'Tools' and 'Internet Options'. Under the 'General' tab, under 'Browsing history', click on 'Settings'. 'Check for newer versions of stored pages' should be set to 'Automatic'. If it isn't, change it to 'Automatic', and click 'OK'. This should resolve your problem.

## Other

### ***IF YOU DID NOT FIND YOUR PARTICULAR PROBLEM LISTED ABOVE...***

#### **How to clear temporary files and cache**

This can often fix a problem you're having. To do so, follow the instructions below.

*In Internet Explorer:*

1. Click on **Tools**
2. Click on **Internet Options**
3. Under **Browsing history**, click on the **Delete** button
4. Make sure **Temporary Internet Files and website files** is **CHECKED** and **History** is **UNCHECKED**
5. Click on the **Delete** button

*In Firefox:*

Temporary internet files are called the 'cache' in Firefox.

1. Click on the button with the three horizontal lines in the upper right hand corner.
2. Click on **Options**
3. Click on the **Advanced** section
4. In the Advanced tab, go to the **Network** tab
5. Under **Cached Web Content**, click the **Clear Now** button next to the sentence that shows how much hard disk space your cache takes up.

*In Google Chrome:*

1. Click on the Chrome menu – the three vertical lines in the upper right hand corner.
2. Click on **Settings**
3. Click on the **Advanced** at the bottom of the screen
4. At the bottom of the **Privacy and security** section click on the arrow to the right of **Clear browsing data**
5. Make sure all boxes are checked, and click **CLEAR DATA**.

#### **Windows Updates**

We have found that many problems can be resolved by running Microsoft Windows Update. To do so:

1. Click Start, All Programs, Windows Update.
2. For Windows 7: Click on Check for Updates and install all important and optional updates, as well as any service packs and driver updates that are available.
3. You may be asked to reboot your computer once the updates are installed.
4. Go BACK into Windows Update again. By installing updates, this can trigger additional updates that may need to be installed. Repeat the process above until no updates are left to be installed.

You will need Administrator privileges to install the updates. You do not need to install the “Media Player” or the Language updates but they will not conflict with the Browntech Plugin if you do.

This process may take an hour or so but, in our opinion, it is a good idea to keep your computer up to date as a preventative maintenance measure. If you have questions about the advisability of this recommendation, you should contact someone other than Browntech for a second opinion.

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## CONTACT US

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Click the Create Support Request button to create and submit a support request:

Create Support Request